

Introduction to Lean Process Improvement- State of Michigan Methodology



What is Lean Process Improvement

It's simply making
things better!





Lean Process Improvement (LPI)

What is it?



Lean Process Improvement (LPI)

LPI is the State of Michigan process improvement methodology



When should our office use
Lean Process Improvement?



Well... there are many key times to
use Lean Process Improvement here
at the State of Michigan



Key times to use LPI:

- ✓ When the work causes pain to everyone
- ✓ When staff isn't engaged
- ✓ Unsatisfied Customers
- ✓ New IT Program/Process
- ✓ Law or Rule additions or updates within a program/process
- ✓ To reduce the time and cost within a process cycle
- ✓ To increase alignment of strategic plan
- ✓ To increase the value of end product or service



Wow! I could use this in my
office.

Tell me more!



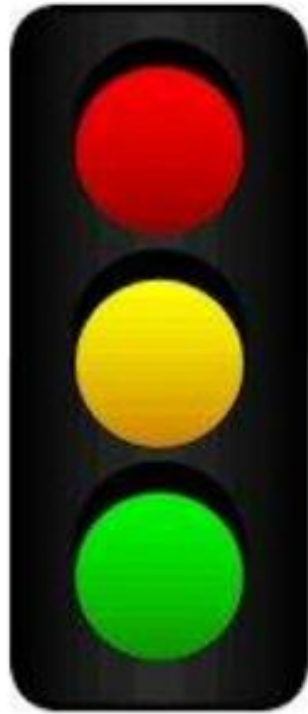
The Methodology engages teams through various activities that are led by a certified facilitator



These teams manage the project and
its outcomes!



Each LPI project takes into account what is...



Non-value added

Non-value added but
required

Value added

Non-value added:

Activities that do not contribute to customer satisfaction or the process

Redundant forms!



Unnecessary movements by people to resources



Non-value added but required:

Activities that must be performed to meet legal or regulatory requirements



Value added:

Any process step that improves customer satisfaction

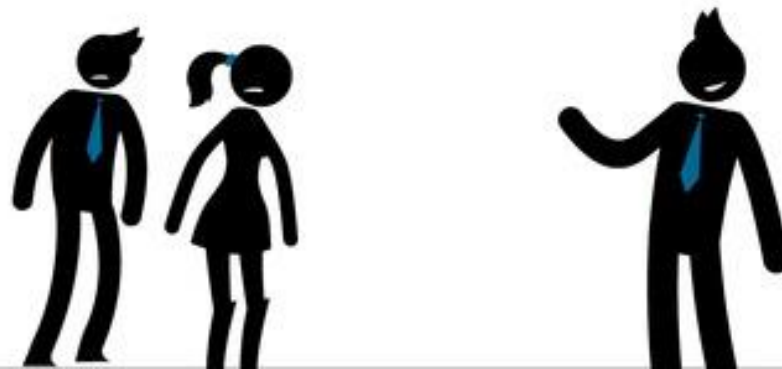


An LPI project is NOT...

→ A personnel problem



→ A prescribed solution



An LPI project is **NOT**...

→ A way to eliminate jobs



→ An ongoing committee



• The first step to an LPI
Project...

Commit
to Process
Improvement



This is when you determine a
need for improvement



then allocate time and
resources for the improvement
project





Next...

Select and
Scope
Process

Identify the:

- Process
- Key Participants
- Customers
- Expected improvement outcomes





Then we...

Analyze
Current
Process

Work with a team to analyze the Current process by mapping, determining customer needs, and identifying issues within the process





Next...

Design
Future
Process

Work with a team to generate
redesign ideas and create a
Future process flow





The team gathers more people to...

Implement
New
Process

With sponsor approval, prepare and move forward with an implementation action plan to establish the future process



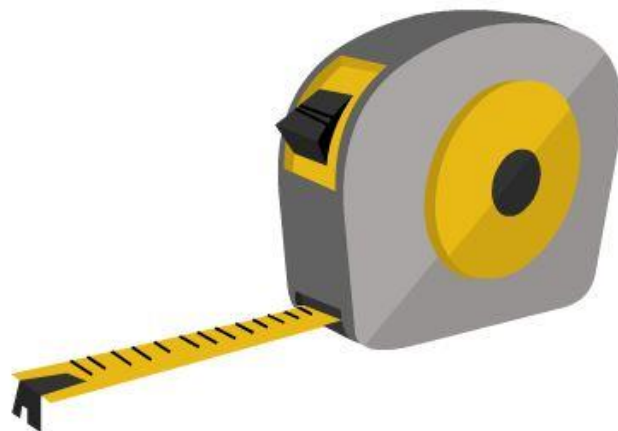


In order to continuously improve...

Manage
Process
Improvement



Use measures to monitor the performance of the new process and resolve any issues that arise

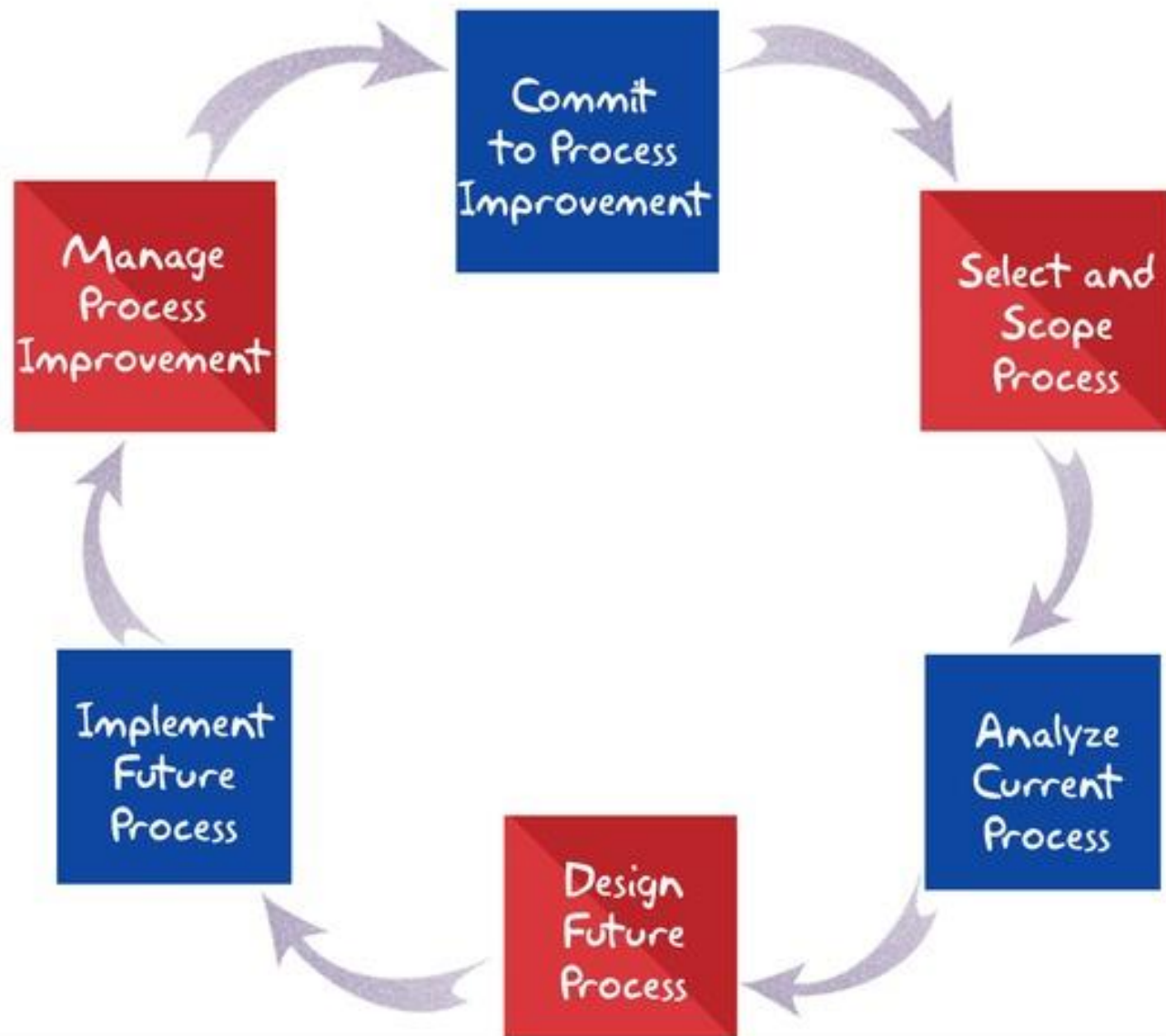


Monitor the
future process to
improve as needed



LPI is the standard for the
State of Michigan







Commit
to Process
Improvement

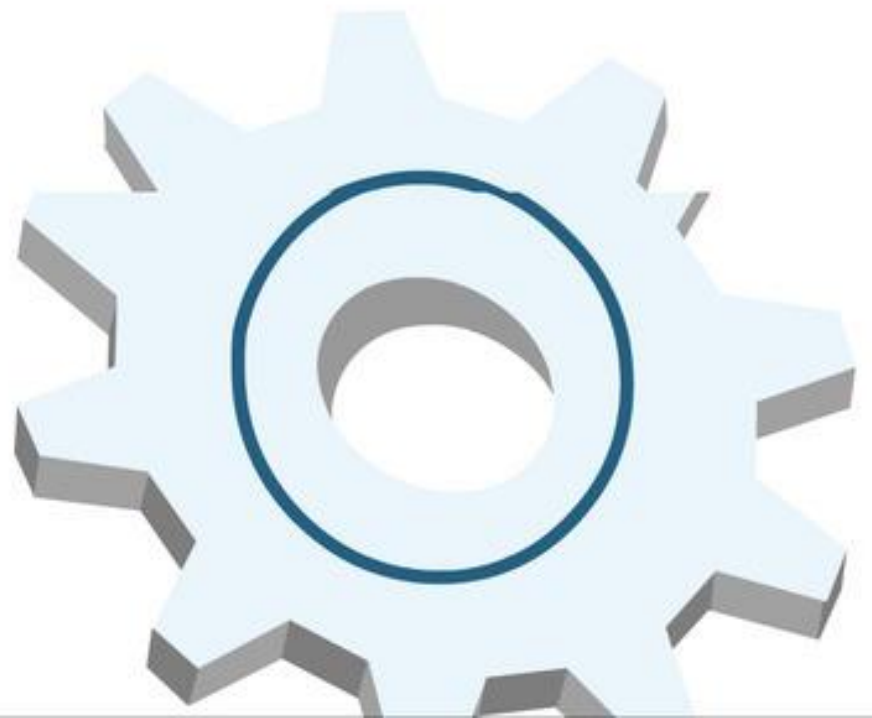


Begin the cycle



(Again!)

Look at the same process or a
future process as the need
arises



Typical benefits of Lean Process Improvement:

- ✓ Improved customer service
- ✓ Increased value of end product or service
- ✓ Reduced time and cost within a process cycle
- ✓ Increased staff engagement
- ✓ Increased alignment of strategic plan
- ✓ Prepare for New or Improved IT Solutions



Learn more about how Lean Process Improvement includes simple activities or tools that can be used to improve your work and the customer experience or contact Reinventing Performance in Michigan to get started!

Process Map

Cost-Time

Customer Value Structure

PERT



Click Below for the Module Review!

must complete the survey to receive
certificate of completion for
Level I LPI Training



The intended audience for this module is state of michigan employees only and
the use of this material is the sole responsibility of the audience